



California State Assembly

NORMA J. TORRES

CHAIR, ASSEMBLY SELECT COMMITTEE ON 9-1-1 SERVICE

Dear Friend,

The proper use of 9-1-1 is crucial to getting help as quickly as possible. As a former 9-1-1 dispatcher, it's an honor to share with you the most effective way to use 9-1-1 in an emergency. Saving time in an emergency is critical to one's safety.

Statistically when the weather warms up, misuse of the 9-1-1 emergency number increases, tying up the phone lines and preventing attention to real emergencies. **It is important to know the difference between using 9-1-1 when you are in imminent danger and when to use 2-1-1 as a resource for assistance.**

Did you know that you can call 2-1-1 (a free service) for assistance in issues like substance abuse, domestic violence, shelter, food, legal, financial, children, senior programs and mental health services? This program has proven itself an invaluable resource in the aftermath of a disaster.

You should only call 9-1-1 when an event in progress requires immediate attention of medical, fire or law enforcement professionals. Examples include a heart attack, serious injury, fire, car accident with injuries or burglary in progress.

Assembly Bill 424 addresses one aspect of improving the 9-1-1 system by increasing public understanding of how the 9-1-1 system works for all Californians through a public education campaign. For more information go to www.adc.asm.ca.gov/um.

Capitol Office: P.O. Box 942849 • Sacramento, CA 94249-0061 • (916) 319-2061

District Office: 822 N. Euclid Avenue, Suite A • Ontario, CA 91762 • (909) 984-7741

E-mail: Assemblymember.Torres@assembly.ca.gov

Web Site: www.asm.ca.gov/torres

Use of 2-1-1 ASSISTANCE:

Live operators at this line are available 24 hours a day, 7 days a week and provide free, confidential information and referral services to individuals for issues such as substance abuse, domestic violence, shelter, food, legal and financial assistance, children and senior programs and mental health services. Also, call 2-1-1 in the event of a natural disaster for non-emergency assistance.

Services are available in English, Spanish and over 140 languages via a tele-interpreting service.

2-1-1 – TTY: (800) 660-4026



You should **only** call **9-1-1** if you have a life-threatening emergency.

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Never practice calling 9-1-1 on a real phone.

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Remember you don't need any money to call 9-1-1 on any pay phone.

Please feel free to join
Assemblymember Norma J. Torres
at any of these upcoming legislative events.

Capitol in Your Corner

Saturday | July 17th

1 p.m. - 3 p.m.

Preserve Community Center

15850 Main Street | Chino

Saturday | August 14th

1 p.m. - 3 p.m.

Chino Water Basin Conservation District

4594 San Bernardino Street | Montclair

Ice Cream Social

Thursday | August 26th

4 p.m. - 7 p.m.

District Office

822 N. Euclid Avenue, Suite A | Ontario

Health Screening and Resource Fair

Saturday | September 25th

10 a.m. - 2 p.m.

Western University

309 E. Second Street | Pomona

Foreclosure Prevention Workshop with CA Housing Finance Agency

Wednesday | October 13th

9 a.m. - 2 p.m.

Location To Be Determined

Small Business Seminar with State Controller John Chiang

Friday | October 15th

9 a.m. - 1 p.m.

Ontario Police Dept.

2500 S. Archibald Avenue | Ontario

Please contact the district office at (909) 984-7741 or visit
www.adc.asm.ca.gov/um for more information.

Clip and save these dates!!!

Below are some simple facts about
EMERGENCY 9-1-1 Service:

- Basic 9-1-1 means that when the three-digit number is dialed, a dispatcher in the local public safety answering point (PSAP), or 9-1-1 center, answers the call.
- With basic 9-1-1 you must communicate your location. It is important to stay on the line with the dispatcher.
- In areas serviced by enhanced 9-1-1, the local 9-1-1 center has equipment and database information that allow the dispatcher to see the caller's phone number and address on a display. This lets them quickly dispatch emergency help, even if the caller is unable to communicate where they are or the type of emergency. **Always verify your location.**
- It is also important to stay calm, make sure you know the exact location and address of the emergency.
- When driving a vehicle and you are involved or witness an emergency, pull over to a safe location and dial 9-1-1.
- Tell the dispatcher the location of the emergency, your phone number including area code, and your name. This information may not be displayed on the dispatcher's computer.
- Use landmarks such as mile markers, billboards, etc. to describe the location of the emergency, if an address is not available.
- Be patient. Cellular wireless calls may not automatically be routed to the correct agency. Oftentimes you may need to be transferred to the proper agency in that area.
- Stay on the line until the dispatcher has all the necessary information.
- Be sure to leave your phone power on, in case they need to call you back for more information.

Important Information....Please clip and save!!!!

Know **WHEN** to call **9-1-1**

Know **WHEN** to call **2-1-1**

Know **WHERE** you are

STAY CALM AND NEVER HANG UP

Know your **LOCAL POLICE DEPARTMENT**
Non-Emergency Phone Numbers

Police Department City of Chino
(909) 591-9874

Police Department City of Montclair
(909) 621-4771

Police Department City of Ontario
(909) 395-2001

Police Department City of Pomona
(909) 622-1241

Also District Events Information.....Hope to see you there!



NORMA J. TORRES
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ASSEMBLY

9-1-1 EMERGENCY
2-1-1 ASSISTANCE



9-1-1 Emergency....
What's the reason for your call?